
Research Report

Massachusetts Department of Public Health Nursing Home Satisfaction Program

Summary of Individual Facility Results

Date: March 2010

Massachusetts Department of Public Health
Division of Health Care Quality
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Individual Facility Results

The table below presents average satisfaction scores among the six domains and three overall measures for every nursing home in Massachusetts in 2007 and 2009. The scores reported under the column “Overall Satisfaction” represent responses to the question “Overall how satisfied are you with this nursing home?” The statewide scores and confidence intervals are also included for comparison purposes. Cells containing a “-“ means that a home did not participate in that particular survey administration, while cells with "NR" (for Not Reported) indicates that a home did not have enough completed surveys to provide statistically valid scores. Use this table to compare the satisfaction scores of facilities to one another or to compare a facility's score from year to year to see if there has been any improvement or decline in satisfaction from 2007 to 2009.

Please note that the statewide score is presented in the facility results table to allow comparisons for all facilities against the statewide average. The row labeled "Statewide Average" contains the overall statewide average scores for 2007 and 2009.

The 16 facilities listed below participated in the survey process, but had response rates that were too low to report individual facility results. These facilities should not be confused with those who did not meet the eligibility criteria for participation. We appreciate the cooperation of these facilities in the Massachusetts Nursing Home Satisfaction Program.

- Arnold House Nursing Home
- Blackstone Nursing Home
- Broadway Care & Rehabilitation Center
- Clark House Nursing Center at Fox Hill Village
- Goddard Rehabilitation & Nursing Center
- Golden Livingcenter - Heathwood
- Golden Livingcenter - The Elmhurst
- Harborlights Rehabilitation & Nursing Center
- Harrington House Nursing & Rehabilitation Center
- Kindred Park View Rehabilitation & Nursing Center
- Lakeview House Nursing Home
- Lasell House
- Lawrence Manor Nursing Home
- Presentation Nursing & Rehabilitation Center
- Samuel Marcus Nursing Home
- The Boston Center for Rehabilitation Subacute Care

Facility Level Satisfaction Scores for 2007 and 2009

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Abbott House Nursing Home	Lynn	4.60	4.15	4.45	4.15	4.54	4.42	4.16	4.10	4.18	4.00	4.37	4.34	4.23	4.11	4.30	4.35	96	95
Aberjona Nursing Center, Inc.	Winchester	4.54	4.43	4.41	4.22	4.49	4.32	4.50	4.36	4.05	3.76	4.44	4.22	4.15	4.19	4.42	4.28	97	96
Academy Manor	Andover	4.05	4.13	3.92	3.98	4.14	4.27	3.99	3.96	3.61	3.74	3.85	4.09	3.75	3.96	4.02	4.06	90	87
Alden Court Nursing & Rehabilitation Center	Fairhaven	4.18	4.35	4.06	4.24	4.08	4.18	4.19	4.31	3.96	4.06	4.07	4.18	3.99	4.03	4.14	4.11	93	92
Alliance Healthcare Center at Braintree	Braintree	3.89	4.00	3.79	3.83	3.77	4.04	4.04	4.19	3.66	3.77	3.88	4.11	3.54	3.77	3.84	4.20	86	86
Amesbury Village Skilled Nursing & Rehabilitation Center	Amesbury	4.46	4.38	4.38	4.28	4.44	4.27	4.25	4.26	4.05	3.59	4.18	4.18	4.05	4.03	4.26	4.15	96	81
Anchorage Nursing Home	Shelburne	3.90	4.20	4.10	4.20	4.20	4.54	3.82	4.22	3.61	3.82	4.00	4.42	3.91	4.06	3.96	4.30	85	87
Annemark Nursing Home	Revere	4.12	4.34	3.90	4.24	4.05	4.37	3.94	4.31	3.65	4.19	4.04	4.31	3.82	4.14	3.96	4.29	89	93
Apple Valley Center	Ayer	4.35	4.00	4.19	3.94	4.35	4.01	4.14	4.00	3.83	3.65	4.16	3.96	3.92	3.55	4.18	3.90	93	84
Armenian Nursing & Rehabilitation Center	Jamaica Plain	4.28	4.65	4.19	4.52	4.48	4.47	4.49	4.44	4.38	4.06	4.36	4.49	4.46	4.30	4.49	4.43	92	98
Arnold House Nursing Home	Stoneham	4.87	NR	4.67	NR	4.58	NR	4.74	NR	4.27	NR	4.61	NR	4.62	NR	4.52	NR	100	NR
Autumn Village LLC	Worcester	3.83	3.67	3.69	3.72	3.85	3.92	3.84	3.74	3.61	3.59	3.78	3.67	3.78	3.88	3.71	3.75	84	72
Avery Manor	Needham	3.79	3.90	3.69	3.84	3.86	4.09	4.03	4.22	3.27	3.45	3.92	4.07	3.78	3.83	3.72	4.04	79	89
Baldwinville Nursing Home	Baldwinville	4.66	4.52	4.52	4.36	4.41	4.34	4.42	4.31	4.23	4.16	4.37	4.32	4.23	4.24	4.37	4.24	98	95
Bay Path at Duxbury Nursing & Rehabilitation Center	Duxbury	4.38	4.44	4.18	4.17	4.22	4.28	4.24	4.16	3.76	3.83	4.03	4.10	3.92	3.89	4.17	4.17	100	97
Baypointe Rehabilitation & Skilled Care Center	Brockton	4.18	4.24	4.12	4.11	4.05	4.11	4.15	4.20	4.09	4.02	3.95	4.17	3.88	4.09	4.02	4.11	85	92
Bear Hill Nursing Center at Wakefield	Stoneham	4.28	4.19	4.16	4.04	4.15	4.10	4.25	4.13	3.95	3.89	4.17	3.94	3.95	4.01	4.21	3.94	95	96
Beaumont Rehabilitation & Skilled Nursing Center	Worcester	4.46	4.29	4.29	4.10	4.30	4.25	4.34	4.20	4.00	3.91	4.06	4.11	3.82	3.96	4.22	4.13	98	91
Beaumont Rehabilitation & Skilled Nursing Center	Westborough	4.28	4.39	4.18	4.18	4.31	4.25	4.25	4.16	3.70	3.75	4.11	4.10	3.92	3.99	4.21	4.18	93	99
Beaumont Rehabilitation & Skilled Nursing Center at Natick	Natick	4.45	4.43	4.35	4.17	4.41	4.38	4.58	4.65	4.06	3.65	4.20	3.98	4.14	4.03	4.34	4.38	94	95

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Beaumont Rehabilitation & Skilled Nursing Center at Northbridge	Northbridge	4.28	4.47	4.09	4.32	4.22	4.38	4.01	4.24	3.68	3.94	4.18	4.28	4.10	4.20	4.10	4.25	96	97
Beaumont Rehabilitation & Skilled Nursing Center of Northboro	Northborough	4.35	4.32	4.12	4.10	4.24	4.30	4.29	4.29	3.69	3.93	4.05	4.25	3.90	3.97	4.08	4.22	96	90
Bedford Village Nursing Home, Inc.	New Bedford	3.77	3.48	3.71	3.75	3.93	4.06	3.22	3.44	3.09	3.70	3.69	3.85	3.43	4.13	3.68	3.98	42	67
Belmont Manor Nursing Home, Inc.	Belmont	4.37	4.46	4.18	4.23	4.31	4.39	4.32	4.36	3.83	3.85	4.28	4.28	4.09	4.11	4.20	4.26	97	100
Benjamin Healthcare Center	Boston	3.88	4.00	3.67	3.77	3.93	4.02	3.90	4.07	3.56	3.55	3.90	4.07	3.60	4.04	3.93	4.01	78	78
Berkshire Place	Pittsfield	4.84	4.78	4.67	4.67	4.71	4.85	4.73	4.90	4.38	4.65	4.71	4.83	4.78	4.84	4.75	4.81	100	100
Berkshire Rehabilitation & Skilled Care Center	Sandisfield	4.22	4.56	3.89	4.61	4.19	4.54	4.08	4.56	3.69	4.06	3.93	4.45	3.95	4.33	3.87	4.46	100	82
Bethany Health Care Center	Framingham	4.76	4.66	4.82	4.56	4.78	4.74	4.65	4.70	4.60	4.48	4.68	4.68	4.51	4.71	4.64	4.73	100	100
Birch Manor Rehabilitation & Skilled Nursing Center	Chicopee	4.41	4.49	4.41	4.36	4.38	4.38	4.25	4.15	4.18	4.12	4.36	4.44	4.17	4.22	4.24	4.29	95	94
Blackstone Nursing Home	Blackstone	4.59	NR	4.50	NR	4.59	NR	4.04	NR	4.26	NR	4.49	NR	4.23	NR	4.35	NR	94	NR
Blaire House Long Term Care Facility of Milford	Milford	3.86	4.04	3.76	3.93	3.98	3.92	3.78	3.85	3.40	3.68	3.93	4.12	3.78	3.90	3.91	3.82	92	85
Blaire House of Tewksbury	Tewksbury	3.93	3.92	3.79	3.73	3.99	3.95	3.97	3.93	3.83	3.53	3.81	3.71	3.60	3.61	3.87	3.82	81	83
Blaire House Long Term Care Facility of Worcester	Worcester	4.30	4.38	4.14	4.38	4.26	4.45	3.78	3.99	3.78	4.03	3.93	4.11	4.02	4.21	4.13	4.21	92	96
Blue Hills Alzheimer's Care Center	Stoughton	3.92	4.33	3.86	4.17	4.10	4.28	3.88	3.99	3.56	3.91	3.80	4.07	3.89	4.05	3.92	4.16	86	92
Blueberry Hill Skilled Nursing & Rehabilitation Center	Beverly	4.22	4.19	4.00	4.12	4.22	4.21	4.15	4.09	3.39	3.64	4.02	4.16	3.99	3.77	4.02	4.06	95	96
Bolton Manor Nursing & Rehabilitation Center	Marlborough	4.00	3.73	3.94	3.58	4.01	3.80	4.05	3.75	3.67	3.46	4.13	3.72	3.69	3.72	3.99	3.79	88	75
Bostonian Nursing Care & Rehabilitation Center	Dorchester	4.00	4.12	3.77	3.75	3.88	3.92	3.97	4.09	3.74	3.60	3.89	4.04	3.79	3.73	3.80	3.87	90	87
Bourne Manor Extended Care Facility	Bourne	4.00	3.82	3.81	3.68	3.98	3.98	4.14	3.78	3.77	3.69	3.90	3.70	3.85	3.77	4.03	3.87	84	71
Braemoor Rehabilitation & Nursing Center, Inc.	Brockton	4.39	4.29	4.27	4.28	4.32	4.32	4.16	4.16	3.93	4.06	4.25	4.30	4.11	4.08	4.20	4.27	93	92
Braintree Manor Rehabilitation & Nursing Center	Braintree	3.67	4.22	3.75	3.96	3.90	4.24	3.41	3.79	3.25	3.75	3.81	4.12	3.79	4.00	3.83	4.04	76	87
Brandon Woods Long Term Care Facility	South Dartmouth	4.03	4.18	3.89	3.97	4.11	4.16	4.15	4.10	3.89	3.88	4.08	4.01	3.86	3.87	4.04	4.04	90	93

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		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Brandon Woods of New Bedford	New Bedford	3.60	3.79	3.57	3.72	3.66	3.90	3.81	3.75	3.34	3.36	3.86	3.90	3.54	3.74	3.70	3.79	77	91
Briarwood Healthcare & Nursing Center	Needham	4.37	4.56	4.08	4.53	4.16	4.41	4.10	4.40	3.87	4.19	4.06	4.40	4.02	4.39	4.05	4.41	91	98
Bridgewater Nursing Home	Bridgewater	4.38	4.52	4.53	4.57	4.65	4.37	4.07	4.03	4.07	3.93	4.64	4.17	4.39	4.17	4.44	4.13	100	95
Brigham Manor Nursing & Rehabilitation Center	Newburyport	4.63	4.31	4.44	4.38	4.47	4.21	4.37	4.14	4.19	4.15	4.46	4.35	4.16	4.04	4.35	4.28	100	100
Brighten at Medford	Medford	3.18	3.66	3.02	3.70	3.42	3.78	3.49	3.61	3.17	3.28	3.31	3.66	3.16	3.48	3.31	3.56	60	67
Brighton House Rehabilitation & Nursing Center	Brighton	3.73	4.34	3.60	4.16	3.70	4.04	4.11	4.39	3.69	3.65	3.70	4.26	3.45	3.74	3.81	4.18	82	94
Brookhaven at Lexington	Lexington	3.92	4.50	3.85	4.30	4.11	4.00	3.42	4.17	3.47	NR	4.09	4.11	4.03	NR	4.07	NR	83	89
Brookline Health Care Center	Brookline	3.87	4.03	3.55	3.86	3.77	3.97	3.81	3.87	3.29	3.37	3.75	3.95	3.46	3.58	3.79	3.97	79	90
Buckley Healthcare Center	Greenfield	4.52	4.33	4.27	4.21	4.20	4.31	4.29	4.25	3.84	3.80	4.16	4.07	4.07	4.05	4.08	4.13	98	90
Caldwell Skilled Nursing & Rehabilitation Center	Ipswich	4.44	4.40	4.35	4.23	4.31	4.20	4.03	3.86	4.23	3.95	4.20	4.18	3.98	3.98	4.26	4.18	97	94
Calvin Coolidge Nursing & Rehabilitation Center - Northampton	Northampton	3.92	4.29	3.88	4.24	4.02	4.20	3.92	4.03	3.75	3.99	3.91	4.05	3.78	4.06	3.95	4.05	87	90
Campion Health Center, Inc.	Weston	4.84	4.69	4.75	4.61	4.74	4.76	4.89	4.66	4.58	4.41	4.69	4.70	4.86	4.69	4.72	4.62	100	100
Cape Cod Nursing & Rehabilitation Center	Buzzards Bay	4.57	4.48	4.45	4.30	4.40	4.29	4.55	4.47	4.13	3.99	4.37	4.14	4.04	3.92	4.35	4.19	98	96
Cape Heritage A Radius Healthcare Center	Sandwich	4.11	3.82	4.04	3.68	4.06	3.99	3.80	3.98	3.65	3.39	3.92	3.72	3.79	3.54	3.99	3.86	90	85
Cape Regency Skilled Nursing & Rehabilitation Center	Centerville	4.18	3.82	3.96	3.64	4.06	3.86	4.01	4.02	3.70	3.26	3.82	3.72	3.84	3.65	3.99	3.84	92	82
Cardigan Nursing Home	Scituate	4.59	4.56	4.47	4.45	4.45	4.47	4.21	4.11	3.91	3.94	4.30	4.22	4.32	4.49	4.26	4.24	100	97
Carleton-Willard Village Retirement & Nursing Center	Bedford	4.73	4.80	4.49	4.59	4.44	4.58	4.62	4.69	4.21	4.27	4.36	4.51	4.49	4.64	4.55	4.53	100	98
Carlyle House	Framingham	4.42	4.39	4.36	4.32	4.40	4.37	4.17	4.18	3.92	4.00	4.14	4.23	3.91	4.04	4.22	4.31	91	85
Catholic Memorial Home	Fall River	4.47	4.42	4.36	4.39	4.39	4.40	4.18	4.22	4.20	4.21	4.36	4.37	4.16	4.16	4.32	4.27	98	93
Cedar Glen Care & Rehabilitation Center	Danvers	4.43	3.97	4.32	3.92	4.35	4.08	4.01	3.80	4.05	3.54	4.24	3.99	4.25	3.92	4.26	3.93	95	87
Cedar Hill Health Care Center	Randolph	3.72	3.90	3.75	3.63	3.77	4.00	3.86	3.89	3.17	3.62	3.70	3.91	3.58	3.61	3.71	3.88	80	78
Center for Extended Care at Amherst	Amherst	4.03	4.19	3.92	4.00	4.18	4.16	4.07	4.07	3.53	3.62	4.10	4.10	3.96	4.01	4.04	4.10	92	94
Chapin Center	Springfield	4.00	3.80	3.88	3.63	4.07	3.87	3.91	3.83	3.84	3.47	3.92	3.80	3.65	3.61	3.89	3.71	82	78

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		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Charlene Manor Extended Care Facility	Greenfield	4.17	4.50	4.02	4.37	4.11	4.44	4.23	4.45	3.78	3.94	4.08	4.29	3.78	4.17	4.09	4.41	93	98
Charlwell House	Norwood	3.98	4.17	3.95	3.95	3.87	4.17	3.82	4.02	3.46	3.59	3.86	4.16	3.49	3.96	3.76	4.13	87	88
Chelsea Skilled Nursing & Rehabilitation Center	Chelsea	3.06	3.95	3.18	3.62	3.53	4.01	3.51	4.02	3.19	3.82	3.56	4.06	3.36	4.00	3.31	3.96	72	75
Chelsea Jewish Nursing Home	Chelsea	4.55	4.26	4.37	4.10	4.44	4.24	4.31	4.08	4.10	3.89	4.33	4.33	4.00	4.03	4.34	4.07	96	90
Christopher House of Worcester	Worcester	4.16	4.38	4.05	4.23	4.01	4.23	4.15	4.30	3.64	3.87	3.98	4.11	3.80	3.99	3.89	4.13	93	97
Clark House Nursing Center at Fox Hill Village	Westwood	4.23	NR	4.00	NR	4.07	NR	4.25	NR	3.43	NR	3.79	NR	3.96	NR	4.06	NR	92	NR
Clifton Rehabilitation Nursing Center	Somerset	4.57	4.58	4.50	4.53	4.44	4.44	4.46	4.51	4.17	4.35	4.48	4.45	4.26	4.35	4.37	4.39	99	96
Coleman House	Northborough	4.63	4.79	4.30	4.45	4.41	4.56	4.53	4.68	3.93	4.09	4.20	4.40	3.92	4.17	4.38	4.39	92	100
Colonial Heights Care & Rehabilitation Center	Lawrence	NR	4.27	NR	4.27	NR	4.20	NR	3.98	NR	3.93	NR	4.27	NR	4.11	NR	4.18	NR	92
Colonial Nursing & Rehabilitation Center	Weymouth	4.27	4.31	4.06	4.25	4.14	4.27	4.07	4.24	3.74	4.05	4.11	4.14	3.94	4.14	4.06	4.19	91	93
Colony House Nursing & Rehabilitation Center	Abington	4.05	4.39	4.11	4.13	4.19	4.31	3.84	4.16	4.03	3.87	4.05	4.35	4.03	4.21	4.13	4.21	82	95
Commons Residence at Orchard Cove	Canton	4.44	4.04	4.25	3.74	4.22	3.76	4.55	4.12	3.99	3.78	4.23	3.82	4.29	3.93	4.20	3.91	94	83
Concord Health Care Center	Concord	4.21	4.33	4.07	4.10	4.18	4.30	4.16	4.15	3.83	3.79	4.10	4.06	3.87	3.99	4.11	4.18	90	95
Continuing Care Center at Hopedale	Hopedale	3.70	3.65	3.69	3.68	3.98	3.79	3.46	3.55	3.30	3.36	3.82	3.51	3.54	3.56	3.80	3.69	70	71
Coolidge House	Brookline	3.74	3.85	3.65	3.75	3.76	3.97	3.80	3.74	3.37	3.14	3.79	3.87	3.63	3.33	3.65	4.00	74	79
Copley at Stoughton Nursing Care Center	Stoughton	4.31	4.33	4.16	4.12	4.11	4.09	4.32	4.45	3.63	3.85	4.09	3.98	3.66	3.70	4.01	4.05	97	96
Corey Hill Nursing Home, Inc.	Brighton	3.42	3.88	3.45	3.81	3.70	3.93	3.26	3.88	3.30	3.46	3.47	3.90	3.67	3.89	3.67	4.03	62	71
Country Estates of Agawam	Agawam	4.18	4.11	3.98	3.89	4.08	4.00	4.15	4.07	3.66	3.59	4.13	4.08	3.94	3.84	4.07	3.91	94	88
Country Gardens Skilled Nursing & Rehabilitation Center	Swansea	4.19	4.34	4.22	4.24	4.35	4.35	4.12	4.18	3.85	3.78	4.24	4.21	3.86	4.03	4.23	4.27	94	94
Country Rehabilitation & Nursing Center	Newburyport	4.28	4.06	4.08	3.90	4.22	4.01	4.13	3.91	3.42	3.22	4.08	3.96	3.83	3.58	4.16	3.91	89	93
Countryside Nursing Home, Inc.	Framingham	4.89	4.76	4.79	4.67	4.67	4.76	4.57	4.64	4.35	4.37	4.67	4.81	4.47	4.58	4.62	4.52	100	100
Courtyard Nursing Care Center	Medford	3.84	3.99	3.68	3.76	3.83	4.02	3.88	3.96	3.57	3.70	3.77	3.93	3.45	3.75	3.81	3.87	82	87
Coyne Healthcare Center	Rockland	4.51	4.46	4.29	4.39	4.39	4.47	4.04	4.04	4.01	3.93	4.37	4.29	4.00	4.11	4.27	4.34	92	94
Cozy Corner Nursing Home, Inc.	Sunderland	4.42	4.25	4.28	4.26	4.26	4.30	4.05	4.10	4.07	3.82	4.36	4.42	4.05	4.17	4.08	4.25	96	84
Craneville Place at Dalton	Dalton	4.47	4.48	4.32	4.38	4.27	4.40	4.35	4.38	3.97	4.12	4.18	4.23	4.03	4.23	4.20	4.34	96	95

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Crawford Skilled Nursing & Rehabilitation Center	Fall River	3.38	3.82	3.39	3.71	3.53	3.91	3.40	3.96	3.42	3.58	3.60	3.90	2.91	3.65	3.68	3.96	58	72
Daniels House Nursing Home	Reading	4.57	4.18	4.35	3.96	4.55	4.27	3.86	4.05	4.07	3.85	4.48	4.45	4.24	3.97	4.26	4.23	95	90
Den-Mar Rehabilitation & Nursing Center	Rockport	4.12	4.33	3.96	4.25	4.19	4.19	3.83	3.97	3.88	4.11	3.89	3.95	3.76	3.94	4.03	4.05	88	93
Devereux House Nursing Home	Marblehead	4.45	4.45	4.39	4.29	4.44	4.43	4.13	4.09	4.13	4.06	4.43	4.30	4.24	4.27	4.24	4.34	97	97
Dighton Nursing Center	Dighton	4.73	4.54	4.73	4.46	4.53	4.43	4.25	4.30	4.18	4.05	4.54	4.28	4.38	4.31	4.38	4.35	100	92
Don Oriane Nursing Home	East Boston	3.87	4.24	3.76	4.16	3.95	4.17	3.81	4.01	3.68	4.00	3.92	4.27	3.89	4.02	3.86	4.14	75	90
Doolittle Home, Inc.	Foxboro	4.95	4.73	4.79	4.64	4.78	4.85	4.91	4.96	4.44	4.62	4.92	5.00	4.76	4.82	4.85	4.92	100	100
D'youville Senior Care	Lowell	4.56	4.63	4.31	4.49	4.33	4.49	4.49	4.53	4.15	4.20	4.32	4.39	4.17	4.23	4.24	4.41	98	99
Eagle Pond Rehabilitation & Living Center	South Dennis	4.22	4.38	4.16	4.15	4.20	4.25	4.11	4.21	3.75	3.83	4.05	4.20	3.95	3.79	4.18	4.10	91	95
East Longmeadow Skilled Nursing Center	East Longmeadow	4.05	3.83	3.87	3.62	4.10	3.92	3.97	3.85	3.62	3.42	3.96	3.82	3.82	3.47	4.13	3.89	92	83
Eastpointe Nursing Care Center	Chelsea	3.95	3.75	3.75	3.63	3.86	3.86	4.00	3.97	3.75	3.82	3.72	3.67	3.80	3.89	3.88	3.86	84	77
Eliot Healthcare Center	Natick	4.04	4.07	3.87	3.73	4.06	4.03	3.95	3.88	3.35	3.77	3.94	3.92	3.73	3.57	3.94	4.09	77	69
Elizabeth Seton Residence, Inc.	Wellesley Hills	4.63	4.60	4.47	4.40	4.29	4.35	4.58	4.63	3.92	4.02	4.54	4.57	3.69	3.97	4.27	4.42	93	98
Embassy Rehabilitation & Nursing Center	Brockton	4.08	3.90	3.85	3.80	3.94	3.94	3.87	3.64	3.63	3.25	4.13	3.75	3.97	3.73	3.85	3.88	100	87
Emerson Village	Watertown	4.02	4.00	3.82	3.94	3.99	4.00	4.03	3.93	3.45	3.62	4.06	4.02	3.90	3.78	4.01	3.92	86	81
Epoch Senior Healthcare Chestnut Hill	Chestnut Hill	3.76	4.22	3.55	4.07	3.90	4.15	4.07	4.26	3.66	3.92	3.78	3.89	3.74	3.84	3.86	4.07	80	90
Epoch Senior Healthcare of Brewster	Brewster	4.54	4.26	4.33	4.14	4.41	4.13	4.29	4.00	4.07	3.89	4.22	3.90	4.15	4.03	4.27	3.98	100	94
Epoch Senior Healthcare of Harwich	Harwich	4.14	4.00	4.02	3.87	4.22	4.00	4.20	4.09	4.17	3.95	4.00	3.86	3.94	3.82	4.20	3.88	86	81
Epoch Senior Healthcare of Melrose	Melrose	4.23	4.24	4.18	4.05	4.15	4.09	3.98	3.88	3.94	3.68	4.17	4.00	3.88	3.84	4.08	4.02	89	90
Epoch Senior Healthcare of Norton	Norton	4.15	4.57	4.09	4.43	4.21	4.41	4.20	4.26	3.87	4.16	4.10	4.27	4.19	4.12	4.09	4.34	94	96
Epoch Senior Healthcare of Sharon	Sharon	4.03	3.96	4.03	3.93	4.16	4.02	4.14	4.08	3.67	3.71	3.97	4.11	3.75	3.85	3.97	3.84	85	83
Epoch Senior Healthcare of Weston	Weston	4.14	4.31	3.98	4.09	4.17	4.23	3.83	4.32	3.79	3.74	4.17	4.12	4.12	4.06	4.04	4.12	88	97
Essex Park Rehabilitation & Nursing Center	Beverly	3.95	4.16	3.67	4.04	4.04	4.16	3.59	4.02	3.43	3.80	3.70	3.98	3.60	3.84	3.71	4.09	81	92
Everett Nursing & Rehabilitation Center	Everett	3.91	3.98	3.98	3.93	4.05	4.05	3.73	3.84	3.72	3.73	3.94	4.01	3.65	3.74	3.97	4.00	78	81
Fairhaven Healthcare Center	Lowell	3.82	3.74	3.74	3.75	4.11	3.99	3.42	3.50	3.69	3.57	3.63	3.72	3.74	3.52	3.78	3.72	80	71

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Fairview Commons Nursing & Rehabilitation Center	Great Barrington	3.65	3.96	3.56	3.90	3.84	4.00	3.69	3.85	3.64	3.58	3.67	3.70	3.63	3.76	3.89	3.96	70	83
Fall River Jewish Home, Inc.	Fall River	4.66	4.57	4.43	4.53	4.49	4.46	4.46	4.40	4.36	4.13	4.52	4.43	4.24	4.39	4.45	4.41	97	92
Falmouth Care & Rehabilitation Center	Falmouth	4.20	4.12	4.02	3.95	4.18	4.07	4.18	4.08	3.95	3.68	3.98	3.92	3.93	3.92	4.11	4.02	96	83
Farren Care Center, Inc.	Turners Falls	4.42	4.52	4.29	4.29	4.41	4.51	4.27	4.22	4.18	4.15	4.25	4.36	4.30	4.29	4.33	4.38	100	89
Forestview Nursing Home of Wareham	Wareham	3.82	4.37	3.68	4.24	3.87	4.25	3.75	4.10	3.41	3.82	3.69	4.17	3.31	4.01	3.72	4.05	84	96
Franklin Skilled Nursing & Rehabilitation Center	Franklin	4.06	3.85	4.06	3.75	4.48	3.96	4.07	3.67	3.97	3.34	4.17	3.76	4.02	3.71	4.24	3.75	88	72
Geriatric Authority of Milford Skilled Nursing & Rehabilitation Facility	Milford	4.65	4.74	4.47	4.57	4.43	4.30	3.95	4.65	4.29	4.35	4.35	4.64	4.11	4.02	4.21	4.34	100	98
German Centre for Extended Care	West Roxbury	4.29	4.44	4.18	4.28	4.28	4.29	4.28	4.27	4.07	3.98	4.20	4.05	4.04	4.17	4.16	4.20	97	98
Glen Ridge Nursing Care Center	Medford	4.20	3.93	4.01	3.72	4.10	3.95	4.21	4.02	3.81	3.54	4.06	3.71	3.68	3.26	4.05	3.81	91	86
Glenwood Care & Rehabilitation Center	Lowell	4.16	3.83	4.00	3.71	4.10	4.06	3.65	3.30	3.63	3.53	3.93	3.61	3.95	3.66	3.95	3.84	78	78
Goddard House Skilled Nursing & Rehabilitation Center	Jamaica Plain	3.98	4.25	3.74	3.91	3.87	4.06	4.12	4.05	3.60	3.69	3.78	4.14	3.64	3.60	3.76	3.99	85	91
Goddard Rehabilitation & Nursing Center	Stoughton	3.61	NR	3.52	NR	3.70	NR	3.75	NR	3.64	NR	3.52	NR	3.51	NR	3.76	NR	70	NR
Golden Livingcenter - Attleboro	Attleboro	3.48	3.71	3.54	3.61	3.83	3.79	3.71	3.82	3.55	3.55	3.69	3.76	3.60	3.55	3.61	3.81	72	76
Golden Livingcenter - Chetwynde	West Newton	3.91	4.11	3.65	4.00	4.25	4.26	4.13	4.21	3.91	4.11	4.12	4.11	3.39	3.73	4.04	4.02	75	93
Golden Livingcenter - Cohasset	Cohasset	4.06	4.23	3.97	4.26	4.13	4.36	4.02	4.18	3.25	3.77	4.06	4.32	3.87	3.97	4.10	4.37	87	91
Golden Livingcenter - Dedham	Dedham	4.16	3.96	3.91	3.90	4.12	4.01	4.05	3.84	3.99	3.66	4.01	3.79	3.89	3.79	4.13	3.91	86	73
Golden Livingcenter - Dexter House	Malden	4.05	4.00	3.95	3.87	4.04	4.03	3.95	3.80	3.66	3.69	4.12	4.10	3.76	3.73	3.89	3.93	88	78
Golden Livingcenter - Fitchburg	Fitchburg	3.80	3.90	3.50	3.70	3.98	3.93	3.73	3.79	3.56	3.58	3.83	3.89	3.47	3.32	3.94	3.78	80	77
Golden Livingcenter - Garden Place	Attleboro	4.16	4.10	4.05	4.10	4.15	4.20	3.99	3.86	3.78	3.81	3.91	3.93	3.68	3.95	3.98	3.98	90	88
Golden Livingcenter - Gloucester	Gloucester	3.90	4.29	3.81	4.17	3.95	4.23	3.82	3.98	3.53	3.77	3.80	4.11	3.44	4.02	3.90	4.03	86	91
Golden Livingcenter - Heathwood	Chestnut Hill	3.80	NR	3.64	NR	3.82	NR	4.39	NR	3.80	NR	4.13	NR	4.06	NR	3.95	NR	89	NR
Golden Livingcenter - Lexington	Lexington	3.97	3.93	3.70	3.80	3.90	3.97	3.87	3.89	3.46	3.63	3.94	3.85	3.59	3.60	3.87	3.87	89	81
Golden Livingcenter - Melrose	Melrose	4.24	4.08	4.11	4.04	4.25	4.22	3.85	3.57	3.92	3.46	4.00	3.96	3.77	3.82	4.05	4.02	93	82
Golden Livingcenter - Norwood	Norwood	3.98	3.79	3.80	3.67	4.12	3.90	3.89	3.67	3.68	3.34	3.81	3.70	3.71	3.72	3.93	3.68	86	71
Golden Livingcenter - Oak Hill	Middleboro	4.20	3.93	4.07	3.79	4.22	4.02	3.93	3.75	3.68	3.52	4.07	3.85	3.95	3.72	4.00	3.89	93	82
Golden Livingcenter - Plymouth	Plymouth	4.46	4.48	4.38	4.25	4.37	4.33	4.08	4.20	4.05	3.96	4.22	4.21	3.88	3.84	4.23	4.22	96	92

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Golden Livingcenter - The Elmhurst	Melrose	4.55	NR	4.18	NR	4.28	NR	4.31	NR	4.06	NR	4.40	NR	4.14	NR	4.30	NR	100	NR
Golden Livingcenter - The Hermitage	Worcester	4.13	4.28	4.06	4.23	4.01	4.36	3.83	4.30	3.63	4.08	3.93	4.23	3.84	4.11	3.93	4.23	94	93
Golden Livingcenter - Wedgemere	Taunton	3.95	4.45	3.74	4.53	3.96	4.26	3.78	4.00	3.74	4.17	3.89	4.17	3.78	3.80	3.97	4.20	79	90
Golden Livingcenter - West Newton	West Newton	3.83	3.84	3.85	3.89	4.06	4.15	3.91	3.81	3.50	3.35	3.68	3.93	3.94	3.77	3.77	3.85	81	76
Governors Center	Westfield	4.33	4.15	4.18	4.06	4.28	4.11	4.07	4.07	3.86	3.80	4.17	4.04	4.14	4.07	4.18	4.05	96	85
Great Barrington Rehabilitation & Nursing Center	Great Barrington	4.22	3.53	4.11	3.75	4.27	3.75	3.72	3.58	3.98	3.22	3.93	3.74	3.97	3.59	4.19	3.77	94	67
Greenwood Nursing & Rehabilitation Center	Wakefield	4.38	4.20	4.31	4.20	4.41	NR	4.26	3.94	4.06	3.88	4.32	NR	4.27	3.27	4.40	NR	100	90
Grosvenor Park	Salem	4.28	3.96	4.14	3.83	4.23	3.95	4.26	3.83	4.16	3.79	4.23	3.83	4.03	3.71	4.15	3.98	94	88
Hadley at Elaine Care & Rehabilitation Center	Hadley	4.25	4.18	4.15	3.97	4.19	4.19	4.10	4.11	3.75	3.83	3.86	3.93	3.79	3.89	4.03	4.09	96	89
Hallmark Nursing & Rehabilitation Center	New Bedford	4.28	3.74	4.12	3.63	4.13	3.83	3.96	3.55	3.75	3.55	4.12	3.95	3.87	3.53	4.07	3.60	93	67
Hammersmith House Nursing Care Center	Saugus	4.04	4.16	4.04	3.96	4.28	4.09	3.97	4.08	4.07	3.59	4.17	3.98	4.10	4.05	4.19	3.85	92	88
Hammond House Care & Rehabilitation Center	Worcester	NR	3.94	NR	3.88	NR	4.01	NR	3.70	NR	3.70	NR	4.31	NR	3.75	NR	4.03	NR	80
Overlook Health Center at Northampton, Inc.	Leeds	4.40	4.33	4.26	4.04	4.34	4.27	3.99	3.74	3.90	3.55	4.33	4.20	4.16	4.05	4.31	4.06	89	100
Hancock Park Rehabilitation & Nursing Center	Quincy	4.61	4.49	4.48	4.38	4.47	4.41	4.41	4.40	4.03	3.92	4.40	4.23	4.25	4.13	4.37	4.28	97	98
Hannah B. G. Shaw Home for the Aged	Middleboro	4.96	4.98	4.96	4.94	4.81	4.95	4.87	4.94	4.84	4.80	4.91	5.00	4.84	4.91	4.87	4.91	100	100
Hannah Duston Healthcare Center	Haverhill	4.42	4.42	4.28	4.24	4.27	4.31	4.38	4.34	3.97	3.90	4.29	4.19	4.10	3.95	4.31	4.17	95	98
Harbor House Nursing & Rehabilitation Center	Hingham	4.22	4.56	4.03	4.42	4.19	4.48	4.27	4.48	3.73	3.90	3.97	4.28	3.74	3.93	4.14	4.33	93	97
Harborlights Rehabilitation & Nursing Center	South Boston	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Harrington House Nursing & Rehabilitation Center	Walpole	4.35	NR	4.22	NR	4.31	NR	4.03	NR	3.84	NR	4.01	NR	4.15	NR	4.15	NR	96	NR
Hathaway Manor Extended Care Facility	New Bedford	4.08	4.31	3.82	4.12	3.89	4.26	3.90	4.32	3.59	3.74	3.98	4.18	3.63	4.01	3.87	4.18	92	97

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Hellenic Nursing & Rehabilitation Center	Canton	4.48	4.32	4.39	4.23	4.44	4.32	4.29	4.18	4.25	3.99	4.28	4.17	4.10	3.99	4.29	4.21	100	96
Heritage Hall East	Agawam	4.36	4.20	4.26	4.03	4.24	4.27	4.09	4.14	3.86	3.66	4.20	4.33	4.06	3.83	4.08	4.06	96	86
Heritage Hall North	Agawam	4.35	4.42	4.10	4.23	4.18	4.18	4.12	4.04	3.85	3.80	4.21	4.13	4.00	3.81	4.17	4.07	96	98
Heritage Hall South	Agawam	3.92	4.14	3.75	3.95	4.00	4.08	3.75	3.91	3.59	3.74	3.85	3.97	3.65	3.87	3.72	3.98	91	91
Heritage Hall West	Agawam	4.00	4.10	3.88	4.00	4.01	4.09	3.81	3.97	3.61	3.56	3.87	3.99	3.62	3.76	3.92	4.04	85	90
Heritage Manor	Lowell	3.90	4.00	3.80	3.94	4.02	4.00	3.91	3.76	3.38	3.39	3.98	4.06	3.95	3.74	3.98	3.89	73	84
Highgate Manor Center for Health & Rehabilitation	Dedham	3.89	3.68	3.79	3.44	3.86	3.66	3.91	4.13	3.44	3.13	3.57	3.44	3.53	3.42	3.85	3.68	89	88
Highland Manor Nursing Home, Inc.	Fall River	NR	4.67	NR	4.73	NR	4.48	NR	4.20	NR	4.19	NR	4.33	NR	4.23	NR	4.47	NR	100
Highlander Rehabilitation & Nursing Center	Fall River	3.88	4.20	3.82	4.02	3.87	4.16	3.83	4.04	3.55	3.91	3.85	4.03	3.71	3.76	3.74	4.13	82	82
Hillcrest Commons Nursing & Rehabilitation Center	Pittsfield	3.68	3.92	3.62	3.78	3.85	3.89	4.04	4.02	3.51	3.52	3.67	3.69	3.64	3.75	3.78	3.88	83	80
Hillcrest Nursing & Rehabilitation Center	Fitchburg	3.93	3.95	3.88	4.00	4.00	4.11	3.59	3.85	3.94	3.90	3.95	4.00	3.65	3.68	4.01	4.09	93	95
Holden Rehabilitation & Nursing Center	Holden	4.56	4.53	4.48	4.36	4.46	4.50	4.24	4.24	4.14	4.02	4.37	4.44	4.22	4.29	4.31	4.34	95	98
Holy Trinity Eastern Orthodox Nursing & Rehabilitation Center	Worcester	4.47	4.57	4.36	4.55	4.44	4.39	4.30	4.44	3.96	4.10	4.23	4.32	3.95	4.22	4.30	4.35	98	98
Geriatric Authority of Holyoke	Holyoke	4.11	4.36	4.04	4.19	4.08	4.34	4.03	4.24	3.84	3.77	4.00	4.08	3.99	4.18	3.98	4.14	81	96
Holyoke Health Care Center	Holyoke	4.43	4.28	4.36	4.28	4.35	4.34	4.50	4.48	4.26	4.02	4.27	4.21	4.10	4.01	4.35	4.37	98	95
Holyoke Rehabilitation Center	Holyoke	4.29	4.29	4.00	3.96	4.21	4.30	3.79	3.71	3.77	3.54	4.06	4.12	3.76	3.60	4.01	4.19	89	88
Home for Aged People in Fall River	Fall River	4.68	4.75	4.48	4.58	4.48	4.66	4.63	4.64	3.90	4.26	4.72	4.77	4.52	4.60	4.55	4.46	95	92
Hunt Nursing & Rehabilitation Center	Danvers	3.96	4.06	3.92	3.96	4.08	4.10	3.97	3.98	3.68	3.80	3.85	3.98	3.65	3.70	3.94	4.02	89	79
Island Terrace Nursing Home	Lakeville	4.70	4.72	4.56	4.66	4.65	4.67	4.75	4.62	4.28	4.44	4.69	4.66	4.44	4.58	4.60	4.59	98	100
Jeanne Jugan Residence	Somerville	5.00	4.78	4.87	4.67	4.67	4.51	4.84	4.76	4.71	4.43	4.87	4.65	4.66	4.45	4.65	4.54	100	100
Jesmond Nursing Home	Nahant	4.46	4.38	4.40	4.33	4.56	4.47	4.28	4.05	4.24	4.02	4.33	4.39	4.47	4.44	4.49	4.29	96	88
Jewish Healthcare Center	Worcester	4.52	4.47	4.49	4.47	4.40	4.39	4.35	4.22	3.97	3.96	4.39	4.36	4.10	4.27	4.29	4.28	98	100

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Jewish Nursing Home of Western Mass	Longmeadow	4.31	4.48	4.09	4.34	4.16	4.31	4.35	4.38	3.64	3.77	4.07	4.31	3.96	4.11	4.05	4.19	93	95
Aviv Centers for Living at JRC	Swampscott	4.45	4.14	4.26	3.96	4.34	4.11	4.27	4.13	4.06	3.41	4.27	4.08	4.01	3.67	4.30	3.97	97	91
JML Care Center, Inc.	Falmouth	4.64	4.61	4.36	4.39	4.35	4.33	4.57	4.47	3.92	3.99	4.31	4.21	3.89	3.97	4.26	4.27	100	100
John Adams Healthcare Center	Quincy	4.68	4.67	4.46	4.55	4.55	4.64	4.31	4.52	4.43	4.50	4.38	4.55	4.28	4.38	4.48	4.61	94	94
John Scott House Nursing & Rehabilitation Center	Braintree	4.51	4.18	4.37	4.06	4.39	4.22	4.33	4.09	3.75	3.71	4.25	4.11	4.14	3.99	4.25	4.15	100	95
Kathleen Daniel	Framingham	3.68	4.11	3.56	4.00	3.77	4.02	3.98	4.32	3.35	3.49	3.90	4.15	3.29	3.90	3.78	3.95	72	88
Keystone Center	Leominster	4.21	4.20	4.00	4.21	4.22	4.16	3.97	3.80	3.90	3.68	4.19	4.05	4.07	4.16	4.14	3.93	82	92
Kimball Farms Nursing Care Center	Lenox	4.28	4.41	4.11	4.22	4.20	4.31	4.14	4.23	3.86	3.82	4.20	4.16	3.91	4.28	4.18	4.38	94	95
Kimwell Health Care	Fall River	4.28	4.18	4.26	3.97	4.27	4.20	4.34	4.25	4.01	3.77	4.09	4.23	3.92	3.68	4.12	4.18	93	87
Kindred Park View Rehabilitation & Nursing Center	Springfield	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Kirkwood Nursing Home	Wakefield	4.54	4.45	4.38	4.36	4.49	4.44	4.22	4.09	4.07	4.15	4.37	4.24	4.42	4.50	4.31	NR	100	100
Knollwood Nursing Center	Worcester	4.25	4.66	4.10	4.37	4.21	4.46	4.44	4.46	3.71	4.11	3.97	4.36	3.87	4.04	4.11	4.36	95	97
Lafayette Rehabilitation & Skilled Nursing Facility	Marblehead	4.69	4.48	4.51	4.41	4.55	4.44	4.21	3.97	4.12	4.02	4.38	4.39	4.07	4.13	4.38	4.30	100	97
Lakeview House Nursing Home	Haverhill	4.05	NR	4.05	NR	4.10	NR	3.41	NR	3.63	NR	4.08	NR	4.03	NR	4.03	NR	80	NR
Lanessa Extended Care Facility	Webster	4.29	4.38	4.02	4.24	4.25	4.36	4.05	4.02	3.77	3.84	4.02	4.07	4.07	4.05	4.03	4.10	94	90
Lasell House	Newton	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Laurel Lake Center for Health & Rehabilitation	Lee	4.27	4.64	4.13	4.36	4.12	4.46	4.13	4.30	3.97	4.19	3.99	4.13	3.92	4.32	4.00	4.32	90	100
Laurel Ridge Rehabilitation & Nursing Center	Jamaica Plain	2.67	4.19	2.82	4.06	3.20	4.33	3.23	4.20	2.99	3.84	3.12	4.31	3.32	4.18	3.27	4.46	42	85
Lawrence Manor Nursing Home	Lynn	3.75	NR	3.67	NR	4.28	NR	3.88	NR	3.86	NR	4.03	NR	4.01	NR	4.14	NR	90	NR
Ledgewood Rehabilitation & Skilled Nursing Center	Beverly	4.29	4.53	4.07	4.38	4.22	4.21	4.24	4.31	3.60	3.63	3.89	4.15	3.99	4.17	4.04	3.95	96	100
Legend Rehabilitation & Nursing Center	Gardner	3.90	4.04	3.86	3.96	3.94	4.12	3.95	3.93	3.84	3.93	3.94	4.02	3.78	3.83	3.98	4.10	82	85
Lexington Health Care Center	Lexington	3.57	3.88	3.48	3.75	3.75	3.85	3.83	3.94	3.11	3.45	3.64	3.73	3.44	3.68	3.67	3.82	66	86
Liberty Commons Nursing & Rehabilitation Center	North Chatham	4.72	4.66	4.54	4.48	4.47	4.52	4.45	4.61	4.31	4.16	4.39	4.41	4.37	4.38	4.40	4.44	98	100
Life Care Center of Acton	Acton	3.71	4.12	3.73	4.08	3.71	4.23	3.95	4.16	3.76	4.06	3.81	4.01	3.83	3.95	3.85	4.24	74	86

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		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Life Care Center of Attleboro	Attleboro	4.43	4.43	4.23	4.25	4.23	4.20	4.21	4.18	3.98	3.87	4.26	4.32	4.27	4.20	4.12	4.20	96	100
Life Care Center of Auburn	Auburn	4.21	4.30	3.98	4.13	4.08	4.19	4.29	4.30	3.92	3.79	4.28	4.21	4.01	4.12	4.08	4.23	92	91
Life Care Center of Leominster	Leominster	3.77	4.18	3.60	4.02	3.96	4.04	3.62	3.88	3.85	4.15	3.65	3.91	4.03	4.19	3.91	4.04	83	87
Life Care Center of Merrimack Valley	North Billerica	4.12	4.20	3.96	4.13	4.20	4.14	4.06	4.15	3.73	3.74	4.17	4.02	3.85	3.81	4.03	4.11	86	95
Life Care Center of Nashoba Valley	Littleton	4.34	4.48	4.14	4.19	4.25	4.23	4.08	4.25	4.00	3.93	4.25	4.12	4.04	4.01	4.14	4.18	94	96
Life Care Center of North Shore	Lynn	4.08	4.24	3.92	4.18	3.80	4.20	3.90	4.17	3.69	4.01	3.83	4.26	3.74	3.89	3.86	4.29	85	85
Life Care Center of Plymouth	Plymouth	4.11	4.39	3.94	4.11	3.99	4.10	4.07	4.12	3.75	3.84	4.10	4.22	3.93	3.94	4.03	4.23	93	93
Life Care Center of Raynham	Raynham	4.30	4.20	4.16	4.10	4.14	4.21	4.21	4.23	4.03	3.89	3.96	4.29	3.86	4.04	4.15	4.18	94	96
Life Care Center of South Shore	Scituate	4.26	4.31	4.10	4.19	4.25	4.41	3.84	4.02	3.89	4.00	4.11	4.02	3.90	4.11	4.03	4.26	96	98
Life Care Center of Stoneham	Stoneham	4.28	4.27	4.14	4.00	4.15	3.97	4.23	4.12	3.93	3.81	4.02	3.94	3.75	3.37	4.09	4.01	93	91
Life Care Center of West Bridgewater	West Bridgewater	4.52	4.36	4.36	4.12	4.29	4.24	4.31	4.40	4.02	4.03	4.25	4.17	4.10	4.14	4.23	4.22	98	95
Life Care Center of Wilbraham	Wilbraham	4.41	4.07	4.35	3.97	4.32	4.06	4.20	3.97	4.33	3.90	4.27	3.86	4.25	3.99	4.22	4.02	94	91
Lighthouse Nursing Care Center	Revere	4.63	4.60	4.49	4.40	4.50	4.43	4.37	4.34	4.28	4.13	4.45	4.38	4.16	4.11	4.47	4.30	95	98
Linda Manor Extended Care Facility	Leeds	4.29	4.20	4.08	4.00	4.15	4.08	4.29	4.26	3.56	3.51	4.08	3.89	3.97	3.71	4.03	4.06	95	94
Longmeadow of Taunton	Taunton	4.56	4.43	4.41	4.40	4.31	4.42	4.39	4.49	3.99	4.09	4.11	4.44	4.02	4.07	4.27	4.43	96	97
Loomis House Nursing Center	Holyoke	4.53	4.63	4.38	4.41	4.35	4.37	4.23	4.41	3.82	4.05	4.14	4.40	4.19	4.19	4.17	4.29	91	96
Lowell Health Care Center	Lowell	4.26	4.11	4.07	3.86	4.27	4.16	3.80	3.69	3.72	3.42	3.93	3.78	3.89	3.91	3.97	3.96	86	81
Lutheran Healthcare Center of Worcester	Worcester	4.43	4.09	4.35	4.04	4.40	4.22	3.96	4.02	4.08	3.81	4.25	4.02	3.90	4.09	4.25	4.13	95	88
Lydia Taft House	Uxbridge	4.36	4.61	4.09	4.48	4.17	4.39	4.30	4.51	3.66	3.99	4.26	4.57	3.88	4.39	4.02	4.39	91	100
Madonna Manor Nursing Home	North Attleboro	4.56	4.59	4.43	4.46	4.47	4.52	4.12	4.11	4.04	4.23	4.36	4.48	4.04	4.22	4.38	4.42	99	99
Maples Rehabilitation & Nursing Center	Wrentham	4.54	4.49	4.40	4.29	4.40	4.38	4.38	4.39	4.06	3.96	4.27	4.32	4.20	4.26	4.26	4.24	97	99
Maplewood Care & Rehabilitation Center	Amesbury	4.04	4.11	3.91	3.95	4.01	4.19	3.60	3.76	3.56	3.76	3.86	3.96	3.88	3.82	3.87	4.06	84	87
Marian Manor	South Boston	4.49	4.44	4.40	4.32	4.40	4.33	4.42	4.30	4.07	4.00	4.33	4.28	4.04	4.03	4.35	4.32	97	94
Marian Manor of Taunton	Taunton	4.36	4.46	4.27	4.41	4.42	4.42	4.10	4.15	4.14	4.09	4.36	4.41	4.14	4.19	4.43	4.38	92	95
Marie Esther Health Center, Inc.	Marlborough	NR	5.00	NR	5.00	NR	4.89	NR	4.96	NR	4.78	NR	4.71	NR	4.86	NR	4.96	NR	100

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		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Marina Bay Skilled Nursing & Rehabilitation Center	Quincy	4.47	4.30	4.34	4.21	4.33	4.25	4.44	4.38	4.10	4.04	4.25	4.14	4.09	4.10	4.30	4.11	98	92
Maristhill Nursing & Rehabilitation Center	Waltham	4.25	4.45	4.00	4.19	4.20	4.31	4.26	4.35	3.95	4.03	4.05	4.29	3.97	3.87	4.10	4.18	95	98
Marlborough Hills Healthcare Center	Marlborough	3.86	4.07	3.82	3.94	3.95	4.06	3.73	3.95	3.55	3.53	3.68	3.93	3.73	3.87	3.74	3.86	77	84
Marquardt Nursing Center	Waltham	5.00	4.82	4.83	4.50	4.74	4.61	4.58	4.24	4.56	4.22	4.76	4.61	4.00	4.29	4.69	4.40	100	100
Mary Ann Morse Nursing & Rehabilitation Center	Natick	4.20	4.42	3.96	4.23	4.08	4.26	4.32	4.33	3.78	3.89	4.02	4.26	3.80	4.12	4.05	4.16	94	98
Wingate at Hampden Rehabilitation & Skilled Nursing Residence	Hampden	4.33	4.13	4.29	4.06	4.22	4.17	3.85	3.83	4.01	3.53	4.29	3.95	4.22	3.86	4.31	4.03	95	90
Masconomet Healthcare Center	Topsfield	4.68	4.55	4.48	4.45	4.51	4.36	4.62	4.55	4.13	4.16	4.41	4.25	4.12	4.08	4.44	4.32	100	98
Mashpee Care & Rehabilitation Center	Mashpee	3.96	4.34	3.80	4.18	4.06	4.26	3.89	4.09	3.62	3.83	3.79	4.15	3.42	3.85	3.95	3.99	79	96
Mayflower Place Nursing Center, Inc.	West Yarmouth	4.40	4.45	4.24	4.18	4.31	4.26	4.21	4.32	4.05	4.07	4.11	4.26	4.03	4.19	4.27	4.18	96	97
Meadow Green Nursing Home	Waltham	4.38	4.42	4.24	4.22	4.27	4.24	4.37	4.45	4.03	3.85	4.22	4.40	3.89	4.15	4.27	4.23	95	94
Meadowview Care & Rehabilitation Center	North Reading	4.11	4.02	3.91	3.78	4.17	4.08	4.06	3.97	3.67	3.56	3.82	3.89	3.69	3.73	4.04	3.89	89	88
Medway Country Manor Skilled Nursing & Rehabilitation	Medway	4.41	4.39	4.27	4.26	4.28	4.22	4.23	4.17	3.81	3.83	4.27	4.18	3.88	4.04	4.20	4.11	93	97
Methuen Health & Rehabilitation Center	Methuen	3.85	4.02	3.76	3.98	4.02	4.16	3.62	3.77	3.65	3.81	3.99	4.15	3.71	3.95	3.84	4.04	83	91
MI Nursing/Restorative Center, Inc.	Lawrence	4.46	4.34	4.31	4.16	4.41	4.27	4.38	4.17	3.94	3.80	4.25	4.13	4.07	3.87	4.28	4.13	96	95
Milford Care & Rehabilitation Center	Milford	4.22	4.04	4.15	3.82	4.15	4.08	4.10	4.06	3.85	3.79	4.06	3.88	3.89	3.63	4.07	4.00	94	91
Millbury Health Care Center	Millbury	4.05	4.25	4.00	4.18	4.05	4.11	4.06	4.30	3.91	3.90	3.79	3.99	3.79	3.94	3.97	4.01	87	94
Milton Health Care	Milton	3.73	3.29	3.62	3.09	3.78	3.49	3.75	3.48	3.51	3.14	3.63	3.42	3.48	3.41	3.72	3.46	68	64
Mont Marie Health Care Center, Inc.	Holyoke	4.63	4.79	4.65	4.73	4.51	4.65	4.50	4.59	4.30	4.40	4.50	4.58	4.38	4.62	4.59	4.68	97	98
Mount Saint Vincent Care Center	Holyoke	4.47	4.43	4.38	4.28	4.36	4.28	4.38	4.35	4.10	3.91	4.38	4.43	4.16	4.09	4.39	4.26	97	95
Mt. Greylock Extended Care Facility	Pittsfield	4.36	4.24	4.17	3.97	4.16	4.12	4.15	4.18	3.96	3.90	4.14	4.07	3.97	3.91	4.14	4.18	98	86
Nemasket Healthcare Center	Middleboro	4.41	4.50	4.27	4.29	4.32	4.34	4.41	4.32	3.94	4.07	4.17	4.28	4.19	4.18	4.24	4.29	100	100
Neville Center at Fresh Pond for Nursing & Rehabilitation	Cambridge	4.11	4.11	4.00	3.76	3.99	4.06	4.19	4.18	3.65	3.80	4.39	4.13	3.88	3.82	3.99	4.02	87	91
New Bedford Health Care Center	New Bedford	4.10	3.97	3.88	3.90	4.13	4.02	4.23	4.14	3.67	3.80	3.99	3.94	3.70	3.82	4.07	4.10	96	84

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		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
New Bedford Jewish Convalescent Home, Inc.	New Bedford	4.39	4.51	4.27	4.35	4.41	4.38	4.26	4.56	3.82	4.19	4.43	4.46	4.10	4.18	4.26	4.38	100	96
New England Homes for the Deaf, Inc.	Danvers	4.63	4.56	4.37	4.38	4.32	4.41	4.59	4.56	3.83	3.89	4.36	4.46	3.94	4.16	4.22	4.23	95	100
New England Pediatric Care	North Billerica	4.50	4.39	4.29	4.21	4.40	4.33	4.31	4.36	4.21	4.14	4.18	4.17	4.32	3.80	4.23	4.28	100	95
Newfield House Convalescent Home	Plymouth	4.86	4.88	4.80	4.85	4.76	4.87	4.81	4.90	4.67	4.72	4.78	4.81	4.75	4.86	4.79	4.89	100	100
Newton & Wellesley Alzheimer Center	Wellesley	4.40	4.24	4.03	4.04	4.29	4.27	4.08	3.89	3.71	3.37	4.17	4.14	4.25	3.98	4.22	4.05	97	94
Newton Health Care Center	Newton	3.71	3.60	3.60	3.52	3.75	3.72	3.90	3.70	3.70	3.24	3.65	3.51	3.54	3.45	3.76	3.49	77	72
North Adams Commons Nursing & Rehabilitation Center	North Adams	3.92	3.90	3.82	3.81	4.07	3.92	3.85	3.96	3.77	3.83	3.77	3.93	3.86	3.77	4.01	3.90	78	84
North End Rehabilitation & Nursing Center	Boston	3.83	4.22	3.79	4.10	3.87	4.11	3.71	3.82	3.75	3.82	3.99	3.98	3.67	3.82	3.82	4.08	77	88
Northampton Rehabilitation & Nursing Center	Northampton	4.05	3.84	4.02	3.66	4.11	3.95	3.94	3.85	3.78	3.60	4.06	3.88	4.06	3.92	4.06	3.85	86	85
Norwell Knoll Nursing Home	Norwell	4.59	4.74	4.49	4.67	4.53	4.64	4.37	4.61	3.94	4.39	4.56	4.60	4.49	4.62	4.42	4.52	100	100
Notre Dame Long Term Care Center	Worcester	4.89	4.74	4.73	4.64	4.76	4.55	4.74	4.69	4.45	4.44	4.71	4.66	4.61	4.39	4.65	4.58	99	99
Oak Knoll Healthcare Center	Framingham	3.98	4.38	3.82	4.16	3.94	4.21	4.22	4.34	3.53	3.81	3.85	4.10	3.75	3.89	3.88	4.08	88	92
Oakdale Rehabilitation & Skilled Nursing Center	West Boylston	4.33	4.46	4.24	4.24	4.36	4.28	4.16	4.41	4.30	4.09	4.32	4.44	4.25	4.23	4.26	4.24	93	98
Oakwood Rehabilitation & Nursing Center	Webster	3.91	3.77	3.86	3.62	3.94	3.93	3.58	3.68	3.54	3.57	3.80	3.78	3.92	3.95	3.88	3.83	75	86
Odd Fellows Home of Massachussetts, Inc.	Worcester	4.32	4.05	4.18	3.92	4.26	4.02	4.03	3.90	4.16	3.93	4.03	3.87	3.96	3.83	4.17	3.92	96	84
Orleans Convalescent Home	Orleans	-	4.88	-	4.84	-	4.77	-	4.77	-	4.62	-	4.74	-	4.55	-	4.75	-	100
Our Island Home	Nantucket	4.73	4.53	4.68	4.58	4.59	4.48	4.55	4.28	4.41	4.25	4.63	4.50	4.43	4.37	4.53	4.37	95	89
Our Lady's Haven	Fairhaven	4.56	4.52	4.44	4.36	4.50	4.51	4.30	4.33	4.12	4.10	4.41	4.43	4.15	4.20	4.45	4.47	96	100
Overlook Masonic Health Center	Charlton	4.73	4.74	4.59	4.69	4.55	4.62	4.65	4.76	4.10	4.32	4.33	4.55	4.28	4.39	4.48	4.57	100	100
Palm Manor	Chelmsford	4.37	4.44	4.07	4.18	4.27	4.25	3.84	4.07	3.85	3.90	3.94	4.23	3.66	3.89	4.06	4.18	93	97
Palmer Healthcare Center	Palmer	4.16	4.14	4.13	4.17	4.23	4.23	3.74	3.71	3.69	3.49	4.18	4.14	4.05	4.17	4.00	4.07	96	85
Park Ave Nursing & Rehabilitation Center	Arlington	4.09	4.28	3.91	4.07	3.91	4.26	3.95	4.15	3.91	3.90	3.92	4.17	3.87	3.89	3.80	4.28	90	96
Park Place	Hyde Park	4.38	3.91	4.08	3.67	4.42	4.03	4.17	3.84	3.93	3.52	4.08	3.95	4.18	3.73	4.13	3.77	90	86
Parkwell	Hyde Park	3.55	3.24	3.57	3.15	3.75	3.59	3.58	3.36	3.31	3.00	3.73	3.39	3.73	3.57	3.63	NR	68	32

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Parsons Hill Nursing & Rehabilitation Center	Worcester	3.79	4.15	3.69	4.06	3.95	4.12	3.64	3.80	3.59	3.57	3.69	3.90	3.39	3.71	3.75	3.92	72	81
Peabody Glen Health Care Center	Peabody	3.74	3.84	3.58	3.83	3.82	3.95	3.89	3.81	3.69	3.69	3.78	3.88	3.59	3.76	3.80	3.86	74	78
Penacock Place, Inc.	Haverhill	4.57	4.57	4.41	4.45	4.39	4.25	4.22	4.29	3.99	4.10	4.48	4.38	4.00	4.16	4.34	4.24	99	98
Phillips Manor Nursing Home	Lynn	4.59	4.85	4.53	4.77	4.60	4.67	4.45	4.60	4.35	4.31	4.55	4.63	4.53	4.52	4.60	4.58	93	100
Pilgrim Rehabilitation & Skilled Nursing Center	Peabody	3.91	3.56	3.79	3.35	3.86	3.62	3.86	3.72	3.60	3.35	3.87	3.62	3.68	3.66	3.91	3.52	86	70
Pine Knoll Nursing Center	Lexington	4.27	4.37	4.15	4.35	4.26	4.39	3.82	3.98	4.04	4.19	4.18	4.30	3.99	4.24	4.13	4.28	88	81
Pleasant Bay Nursing & Rehabilitation Center	Brewster	4.77	4.45	4.47	4.24	4.61	4.24	4.64	4.37	4.42	4.05	4.45	4.19	4.57	4.18	4.44	4.12	100	96
Poet's Seat Health Care Center	Greenfield	4.06	4.31	3.76	4.32	4.03	4.26	3.63	3.87	3.75	3.91	3.98	4.13	3.91	4.19	3.97	4.11	91	100
Pond Home	Wrentham	NR	4.90	NR	4.80	NR	4.67	NR	4.63	NR	NR	NR	4.50	NR	4.70	NR	4.52	NR	100
Pope Nursing Home	Weymouth	4.44	4.68	4.11	4.46	4.18	4.54	4.40	4.40	3.95	4.31	4.18	4.50	4.19	4.41	4.08	4.37	91	100
Port Healthcare Center	Newburyport	4.39	4.68	4.24	4.57	4.26	4.53	4.00	4.14	3.70	3.92	4.04	4.40	4.09	4.15	4.15	4.39	97	100
Prescott House – Genesis Health Care	North Andover	4.47	4.42	4.29	4.33	4.28	4.22	4.39	4.27	3.85	3.69	4.19	4.22	3.78	3.92	4.18	4.18	96	95
Presentation Nursing & Rehabilitation Center	Brighton	3.95	NR	4.16	NR	4.09	NR	3.96	NR	3.61	NR	4.00	NR	4.02	NR	3.96	NR	76	NR
Providence Care Center of Lenox	Lenox	4.60	4.49	4.35	4.26	4.35	4.24	4.28	4.10	4.10	3.78	4.42	4.24	4.19	4.00	4.38	4.14	100	91
Quabbin Valley Healthcare	Athol	4.27	4.08	4.17	4.00	4.29	4.27	4.16	4.13	4.10	4.04	4.25	4.07	4.13	3.98	4.19	4.15	94	81
Quaboag on the Common	West Brookfield	4.33	4.30	4.11	4.25	4.23	4.17	4.04	4.05	3.85	3.91	4.32	4.23	4.12	3.74	4.11	4.11	92	92
Queen Anne Nursing Home, Inc.	Hingham	4.16	4.67	4.11	4.48	4.08	4.52	4.22	4.49	3.68	4.07	4.02	4.32	3.99	4.28	4.06	4.39	86	98
Quincy Rehabilitation & Nursing Center	Quincy	3.71	3.86	3.60	3.86	3.83	3.99	3.56	3.76	3.48	3.78	3.63	3.76	3.74	3.90	3.61	3.84	77	82
Radius Healthcare & Pediatric Center Plymouth	Plymouth	4.26	4.14	4.19	4.02	4.31	4.20	4.02	4.09	4.01	3.80	4.18	4.14	3.89	3.64	4.06	4.06	95	90
Radius Healthcare Center at Danvers	Danvers	4.00	4.15	3.94	3.97	4.01	4.06	3.94	3.95	3.69	3.65	3.77	3.99	3.92	4.00	3.96	3.99	82	86
Radius Healthcare Center at Worcester	Worcester	3.98	4.13	3.83	3.98	4.06	4.17	3.91	4.07	3.69	3.61	3.76	4.00	3.78	3.91	3.95	4.06	84	86
Radius Healthcre Center at Southbridge	Southbridge	4.25	4.26	4.11	4.08	4.22	4.22	3.92	4.07	3.87	3.90	3.88	3.90	3.84	3.99	4.06	4.06	96	91
Radius Northwood Healthcare Center	Lowell	4.37	4.25	4.22	4.12	4.25	4.16	4.04	4.19	3.83	3.80	4.07	4.10	3.95	3.86	4.10	4.13	98	95

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		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Redstone Rehabilitation Nursing Center	East Longmeadow	3.68	3.76	3.67	3.66	3.90	3.85	3.78	3.80	3.45	3.37	3.65	3.69	3.55	3.47	3.62	3.78	74	75
Reeds Landing Nursing Center	Springfield	4.75	4.35	4.63	4.14	4.60	4.38	4.63	4.54	4.22	4.03	4.59	4.31	4.48	4.23	4.64	4.41	100	100
Renaissance Gardens at Brooksby Village	Peabody	4.17	4.28	4.04	4.06	4.07	4.05	4.39	4.45	3.79	3.75	4.06	4.18	4.07	4.14	4.18	4.19	85	93
Renaissance Gardens at Linden Ponds	Hingham	-	4.73	-	4.64	-	4.54	-	4.70	-	3.90	-	4.64	-	4.20	-	4.56	-	100
Renaissance Manor of Westfield	Westfield	4.39	4.18	4.18	4.12	4.22	4.18	4.05	3.91	4.19	3.92	4.20	4.00	4.03	4.15	4.14	4.04	93	94
Renaissance Manor on Cabot	Holyoke	4.19	4.00	4.00	4.00	4.21	4.31	4.21	4.27	3.95	3.87	3.99	4.14	4.03	4.15	4.07	NR	90	82
Resident Care Rehabilitation & Nursing Center	Framingham	4.00	3.88	3.90	3.81	4.29	4.08	3.90	3.76	3.63	3.51	4.40	4.01	4.11	3.87	4.16	NR	80	60
River Terrace Healthcare	Lancaster	4.18	4.34	3.94	4.23	4.06	4.10	3.76	3.95	3.57	3.76	4.00	4.04	3.86	3.85	3.95	4.14	93	91
Riverbend of South Natick Skilled Nursing & Rehabilitation Facility	South Natick	4.48	4.46	4.30	4.31	4.37	4.41	4.26	4.28	4.14	4.09	4.24	4.30	4.07	4.14	4.15	4.31	96	96
Rivercrest Long Term Care Facility	Concord	4.41	4.48	4.18	4.17	4.23	4.18	3.94	4.05	4.08	3.69	4.02	4.05	3.98	3.93	4.21	4.11	97	91
Roscommon Extended Care Center	Mattapan	3.28	4.00	3.15	3.62	3.84	3.95	3.67	3.83	3.25	3.60	3.55	4.01	3.69	3.69	3.52	4.02	68	88
Roscommon on the Parkway	West Roxbury	3.66	3.94	3.70	3.73	3.83	3.93	3.37	3.70	3.39	3.50	3.60	3.86	3.47	3.63	3.73	3.86	79	66
Roscommon West Roxbury	West Roxbury	4.20	3.74	4.07	3.58	4.17	3.85	3.97	3.67	3.92	3.66	3.98	3.71	3.81	3.30	4.17	3.83	100	65
Rosewood Nursing & Rehabilitation Center	Peabody	4.54	4.46	4.25	4.29	4.33	4.33	4.36	4.37	4.00	4.18	4.21	4.24	4.01	4.22	4.27	4.22	96	96
Royal Megansett Nursing & Retirement Home	North Falmouth	4.50	4.76	4.40	4.57	4.45	4.52	4.46	4.59	4.05	4.31	4.33	4.49	4.09	4.25	4.34	4.44	96	100
Royal Nursing Center LLC	Falmouth	4.19	4.00	4.02	3.70	4.06	3.96	4.00	3.94	3.92	3.69	3.91	3.98	4.02	3.93	4.04	3.93	94	85
Royal of Fairhaven Nursing Center	Fairhaven	4.22	4.40	4.22	4.21	4.31	4.34	4.23	4.29	4.12	3.98	4.09	4.12	4.11	4.08	4.22	4.20	84	94
Royal Rehabilitation & Nursing Center	Braintree	3.85	4.09	3.75	3.99	4.01	4.09	3.79	3.98	3.73	3.84	3.78	4.06	3.73	3.82	3.84	4.07	78	80
Sachem Skilled Nursing & Rehabilitation Center	East Bridgewater	4.22	4.24	4.04	4.24	4.11	4.26	3.97	3.93	3.84	4.12	3.85	4.02	3.98	4.04	4.11	4.13	100	84
Sacred Heart Home	New Bedford	4.41	4.45	4.28	4.29	4.34	4.33	4.25	4.24	3.86	4.03	4.28	4.25	3.99	4.02	4.22	4.28	96	95
Saint Francis Rehabilitation & Nursing Center	Worcester	3.99	3.54	3.98	3.54	4.14	3.99	4.02	3.95	4.02	3.70	4.00	3.70	3.99	3.72	4.15	3.92	84	70
Samuel Marcus Nursing Home	Weymouth	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Sancta Maria Nursing Facility	Cambridge	4.20	4.28	4.07	4.15	4.17	4.18	4.25	4.22	3.87	3.90	4.12	4.34	3.88	4.02	4.14	4.11	94	95
Sandalwood Care & Rehabilitation Center	Oxford	3.65	4.10	3.47	3.95	4.06	4.09	3.54	3.64	3.66	3.71	3.85	3.90	3.81	3.98	3.95	3.99	60	79

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		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Sarah S. Brayton Nursing Care Center	Fall River	4.44	4.43	4.43	4.27	4.39	4.30	4.42	4.44	4.07	4.00	4.30	4.26	4.01	4.04	4.31	4.23	97	95
Saugus Care & Rehabilitation Center	Saugus	4.09	4.12	3.97	3.97	4.03	3.99	4.08	4.15	3.80	3.96	3.79	3.90	3.94	3.84	3.99	3.89	83	97
Savoy Nursing & Rehabilitation Center	New Bedford	NR	3.67	NR	3.82	NR	4.10	NR	3.89	NR	3.14	NR	4.39	NR	3.93	NR	3.90	NR	76
Sea View Retreat	Rowley	4.50	4.71	4.41	4.67	4.43	4.55	4.34	4.44	4.05	4.14	4.55	4.54	4.27	4.46	4.28	4.52	97	100
Seacoast Nursing & Rehabilitation Center, Inc.	Gloucester	4.44	4.38	4.26	4.33	4.30	4.55	4.21	4.45	3.96	4.17	4.19	4.31	3.99	3.98	4.18	4.56	100	100
Seashore Point Wellness & Rehabilitation	Provincetown	4.06	4.68	4.26	4.63	4.31	4.52	3.80	4.68	3.70	4.17	4.34	4.50	4.23	4.26	4.19	4.42	89	100
Serenity Hill Nursing & Rehabilitation Center	Wrentham	3.81	4.25	3.67	4.04	3.96	4.29	3.73	3.97	3.40	3.65	4.00	4.09	3.75	3.82	3.80	4.15	80	91
Seven Hills Pediatric Center	Groton	4.47	4.65	4.49	4.49	4.42	4.60	4.47	4.67	4.12	4.33	4.45	4.55	4.25	4.60	4.22	4.56	91	100
Shaughnessy-Kaplan Rehabilitation Skilled Nursing Facility	Salem	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Sherrill House, Inc.	Jamaica Plain	4.33	4.46	4.21	4.28	4.28	4.29	4.46	4.45	3.96	3.86	4.09	4.22	3.95	3.95	4.09	4.28	96	93
Shrewsbury Nursing & Rehabilitation Center, Inc.	Shrewsbury	4.13	4.13	4.00	4.18	4.05	4.20	3.95	4.22	4.05	4.17	4.05	4.16	3.91	3.97	3.98	4.23	88	92
Sippican Long Term Healthcare Center	Marion	4.71	4.54	4.54	4.41	4.46	4.55	4.65	4.62	4.19	4.30	4.42	4.54	4.32	4.41	4.45	4.60	100	100
Chelsea Soldier's Home	Chelsea	4.52	4.47	4.41	4.30	4.50	4.33	4.13	4.00	4.11	3.97	4.56	4.21	4.41	4.03	4.37	4.16	98	96
Somerset Ridge Center	Somerset	4.61	4.67	4.48	4.53	4.52	4.55	4.59	4.63	4.03	4.15	4.39	4.55	4.26	4.20	4.44	4.44	97	97
South Cove Manor Nursing Home	Boston	4.49	4.45	4.41	4.39	4.45	4.43	4.39	4.32	4.17	4.08	4.39	4.31	4.41	4.21	4.40	4.34	98	100
South East Massachusetts Health & Rehabilitation Center	New Bedford	4.09	3.89	3.95	3.88	4.01	4.01	3.91	3.91	3.95	3.75	4.01	3.96	3.89	3.77	4.02	3.98	80	76
South Shore Rehabilitation & Skilled Care Center	Rockland	4.16	4.52	4.04	4.35	3.98	4.32	4.03	4.39	3.61	3.91	3.79	4.30	3.69	3.82	3.85	4.21	96	100
Southeast Rehabilitation & Skilled Care Center	North Easton	4.00	4.25	3.89	4.04	4.01	4.19	4.22	4.20	3.62	3.75	3.91	3.95	3.77	3.86	4.09	4.12	90	89
Southpointe Rehabilitation & Skilled Nursing Residence	Fall River	4.34	4.31	4.17	4.12	4.24	4.18	4.29	4.27	4.07	4.03	4.10	4.06	4.00	4.05	4.13	4.12	95	96
Southwood at Norwell Nursing Center	Norwell	3.86	4.13	3.45	4.00	3.78	3.87	4.09	4.04	3.42	3.54	3.83	3.61	3.72	3.65	3.74	3.76	82	81
Spring Valley Care & Rehabilitation Center	Worcester	3.87	4.41	3.93	4.18	4.00	4.40	3.71	4.03	3.48	4.00	3.79	4.16	3.93	4.25	3.96	4.25	69	100
Springside of Pittsfield Long Term Care Facility	Pittsfield	3.74	3.91	3.49	3.81	3.83	3.97	3.80	3.99	3.59	3.65	3.75	3.89	3.81	3.81	3.82	3.80	88	87

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
St. Camillus Health Center	Whitinsville	4.64	4.59	4.45	4.50	4.49	4.48	4.35	4.39	4.45	4.52	4.42	4.35	4.20	4.45	4.43	4.40	97	100
St. Joseph Manor Health Care	Brockton	4.44	4.43	4.17	4.19	4.23	4.34	4.35	4.47	4.12	4.03	4.21	4.18	3.84	4.03	4.24	4.29	90	98
St. Joseph Rehabilitation & Nursing Care Center	Dorchester	3.79	3.57	3.71	3.45	3.74	3.63	3.70	3.69	3.50	3.47	3.69	3.63	3.51	3.76	3.63	3.58	71	74
St. Mary Health Care Center	Worcester	4.24	4.30	4.14	4.13	4.32	4.17	4.33	4.25	4.02	3.91	4.17	4.02	4.16	4.02	4.28	4.11	86	91
St. Patricks Manor	Framingham	4.60	4.62	4.40	4.47	4.40	4.48	4.37	4.54	4.07	4.18	4.34	4.43	4.22	4.31	4.38	4.43	97	96
Sterling Healthcare Nursing & Rehabilitation Center	Sterling	4.28	4.14	4.03	3.89	4.14	4.05	4.38	4.25	3.74	3.73	3.94	3.78	4.02	3.94	4.06	3.96	95	95
Stonehedge Rehabilitation & Skilled Care Center	West Roxbury	3.96	3.67	3.85	3.54	3.99	3.82	3.59	3.74	3.36	2.91	3.97	3.55	4.05	3.62	3.95	3.78	73	73
Sudbury Pines Extended Care	Sudbury	3.87	4.51	3.96	4.29	4.03	4.49	3.68	4.21	3.64	4.09	3.80	4.22	3.89	4.28	3.84	4.30	84	92
Sunny Acres Nursing Home, Inc.	Chelmsford	4.53	4.42	4.27	4.32	4.36	4.34	4.31	4.24	3.85	3.79	4.15	4.13	4.08	3.97	4.27	4.26	100	98
Sutton Hill Nursing & Retirement Center	North Andover	4.46	4.40	4.40	4.28	4.40	4.33	4.42	4.35	4.13	4.00	4.25	4.12	3.82	3.80	4.28	4.27	96	96
Sweet Brook Transitional Care & Living Center	Williamstown	4.08	4.02	3.81	3.86	4.11	4.07	4.13	3.98	3.82	3.71	4.04	3.91	3.65	3.60	4.06	4.05	90	87
Taber Street Nursing & Rehabilitation Center	New Bedford	4.41	4.25	4.19	4.05	4.19	4.07	4.26	4.12	3.94	3.82	4.14	4.03	3.99	3.61	4.01	3.86	93	85
Taunton Nursing Home	Taunton	4.33	4.59	4.22	4.38	4.41	4.46	4.21	4.29	4.06	4.04	4.21	4.43	4.11	4.17	4.29	4.40	91	93
The Baker-Katz Nursing Home	Haverhill	4.28	4.21	4.24	4.24	4.32	4.36	3.83	4.05	4.10	4.12	4.10	4.17	3.84	4.05	4.18	4.24	86	92
The Berkeley Retirement Home	Lawrence	NR	4.77	NR	4.77	NR	4.78	NR	4.79	NR	4.52	NR	4.73	NR	4.51	NR	4.74	NR	100
The Boston Center for Rehabilitation Subacute Care	West Roxbury	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
The Boston Home, Inc.	Boston	4.74	4.45	4.52	4.34	4.45	4.20	4.54	4.49	4.47	4.25	4.49	4.33	4.15	3.89	4.48	4.25	100	93
The Duxbury House Nursing Home	Duxbury	4.53	5.00	4.50	4.93	4.62	4.84	4.28	4.46	3.97	4.29	4.47	4.67	4.23	4.69	4.60	4.77	93	100
The Ellis Nursing & Rehabilitation Center	Norwood	3.71	4.23	3.52	3.98	3.95	4.08	3.81	4.10	3.57	3.97	3.79	3.93	3.55	3.91	3.97	3.99	90	92
The Guardian Center	Brockton	4.28	3.86	4.21	3.93	4.23	3.93	4.16	3.80	3.90	3.61	4.10	3.81	4.10	3.82	4.23	3.86	96	84
The Highlands	Fitchburg	4.03	4.23	3.76	4.05	4.14	4.27	4.05	4.09	3.71	3.83	3.96	4.08	3.79	3.95	4.03	4.11	90	93
The Leland Home	Waltham	4.69	4.72	4.77	4.67	4.74	4.51	4.78	4.44	4.60	4.21	4.68	4.66	4.77	4.43	4.77	4.51	100	94
The Meadows	North Andover	4.63	4.42	4.24	4.32	4.37	4.37	4.26	4.10	4.00	3.89	4.26	4.44	4.36	4.49	4.26	4.28	100	89
The Meadows Rehabilitation & Nursing Center	Rochdale	4.55	4.67	4.48	4.42	4.32	4.50	4.44	4.40	4.18	4.17	4.30	4.20	4.34	4.28	4.39	4.35	96	100

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
The Neuro-Rehabilitation Center at Middleboro	Middleborough	4.05	4.19	3.68	3.89	4.04	4.01	3.85	3.77	3.32	3.41	3.89	3.80	3.85	3.72	3.97	4.00	86	93
The Neuro-Rehabilitation Center at Worcester	Worcester	3.98	4.04	3.68	3.85	4.19	3.99	3.86	3.69	3.41	3.44	3.87	3.90	4.01	3.78	3.76	3.80	91	85
The Nevins Nursing & Rehabilitation Centre	Methuen	4.45	4.45	4.26	4.33	4.31	4.45	4.23	4.36	3.69	3.92	4.30	4.42	3.86	4.14	4.21	4.33	94	99
The Oaks	New Bedford	4.14	4.43	4.02	4.19	4.06	4.24	4.16	4.23	3.87	4.00	4.03	4.17	4.08	4.20	4.00	4.22	93	100
The Oxford	Haverhill	3.88	4.04	3.83	3.98	3.96	4.14	3.67	3.75	3.90	3.70	3.89	3.90	3.87	3.99	4.00	3.91	84	80
The Pavilion	Hyannis	4.36	4.32	4.07	4.26	4.32	4.27	3.97	4.00	3.87	3.66	4.21	4.22	3.92	3.92	4.19	4.13	100	91
The Skilled Nursing Facility at North Hill	Needham	4.59	4.41	4.48	4.31	4.45	4.33	4.29	4.20	3.96	3.87	4.34	4.39	4.53	4.26	4.32	4.33	100	100
The Stone Institute	Newton	4.52	4.52	4.19	4.24	4.28	4.37	4.33	4.28	3.95	4.03	4.36	4.38	4.06	4.17	4.19	4.34	100	97
The Tremont Rehabilitation & Skilled Care Center	Wareham	4.25	4.32	4.14	4.27	4.17	4.34	4.01	4.21	3.82	3.91	4.04	4.26	4.09	4.27	4.18	4.26	97	86
Thomas Upham House	Medfield	4.89	4.83	4.62	4.67	4.68	4.65	4.61	4.51	4.35	4.02	4.55	4.56	4.48	4.33	4.56	4.55	92	100
Timberlyn Heights Nursing & Rehabilitation Center	Great Barrington	4.23	4.53	4.23	4.33	4.36	4.32	4.02	4.26	3.81	3.85	4.02	4.17	4.04	4.10	4.11	4.43	95	100
Timothy Daniels House	Holliston	4.57	4.17	4.64	4.08	4.54	4.24	3.89	4.25	4.18	NR	4.40	4.01	4.34	4.32	4.60	4.18	92	100
Tower Hill Center for Health & Rehabilitation	Canton	3.97	4.00	3.72	3.91	4.02	4.16	3.95	4.19	3.64	3.76	3.88	4.00	3.71	3.90	3.80	4.04	83	78
Town & Country Nursing Center	Lowell	4.29	4.10	4.20	4.00	4.31	4.10	3.99	3.81	3.70	3.88	4.25	4.05	4.06	3.94	4.23	4.01	93	89
Transitional Care Unit at Hubbard	Webster	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Tuell Nursing Home	Melrose	4.67	4.53	4.67	4.53	4.66	4.56	4.46	4.37	4.13	4.11	4.55	4.63	4.63	4.50	4.49	4.66	100	86
Twin Oaks Care & Rehabilitation Center	Danvers	3.89	3.93	3.79	3.80	3.86	4.15	3.72	3.83	3.42	3.69	3.72	3.69	3.35	4.07	3.79	3.89	63	82
Vernon Hall, Inc.	Cambridge	3.92	3.76	3.88	3.55	4.09	3.87	3.83	3.66	3.59	3.37	3.95	3.70	4.02	3.50	4.04	3.70	79	62
Victoria Haven Nursing Facility	Norwood	4.47	3.89	4.35	3.79	4.37	3.78	4.30	3.89	4.02	3.46	4.41	3.71	4.16	3.73	4.24	3.57	93	95
Waban Health & Rehabilitation, Inc.	Newton	3.93	4.03	3.89	4.00	4.09	4.12	3.91	3.84	3.83	3.64	3.82	3.99	3.88	4.03	4.04	3.94	92	81
Wachusett Extended Care Facility	Holden	4.20	4.18	4.05	3.94	4.17	4.10	3.76	3.66	3.49	3.38	4.08	NR	4.00	3.75	3.91	3.80	95	75
Wachusett Manor	Gardner	4.20	4.27	4.14	4.27	4.18	4.24	4.03	4.25	3.74	4.05	3.95	4.14	4.09	4.05	4.07	4.27	90	90
Wakefield Care & Rehabilitation Center	Wakefield	3.42	4.02	3.40	3.86	3.72	3.85	3.58	3.83	3.42	3.64	3.36	3.70	3.59	3.39	3.54	3.79	71	85

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Walden Rehabilitation & Nursing Center	Concord	3.94	4.12	3.82	3.88	4.00	4.08	3.87	3.90	3.45	3.33	3.68	3.74	3.89	3.94	3.80	4.00	88	88
Wayland Nursing & Rehabilitation Center	Wayland	4.88	4.29	4.81	4.29	4.76	4.22	4.58	4.05	4.24	3.92	4.71	4.23	4.63	4.00	4.69	4.12	100	92
Webster Manor Long Term Care Facility	Webster	4.43	4.45	4.33	4.29	4.42	4.40	4.09	4.11	4.02	3.85	4.19	4.13	3.72	3.92	4.17	4.12	99	94
West Acres Nursing Home & Rehabilitation Center	Brockton	4.44	4.44	4.41	4.30	4.54	4.38	4.45	4.35	4.28	3.93	4.40	4.23	4.12	4.09	4.42	4.27	96	96
West Side House Long Term Care Facility	Worcester	3.65	3.97	3.63	3.97	3.78	4.15	3.34	3.45	3.28	3.52	3.68	3.90	3.58	3.85	3.76	3.99	54	70
Westborough Health Care Center	Westborough	4.13	4.00	3.97	4.00	4.08	4.22	4.00	3.99	3.54	3.74	3.95	4.01	4.15	4.21	4.02	4.21	90	78
Westfield Care & Rehabilitation Center	Westfield	4.09	3.91	3.91	3.69	4.06	3.85	3.77	3.77	3.96	3.74	4.02	3.71	3.92	3.89	4.01	3.80	86	85
Westford House	Westford	4.17	4.09	3.97	3.92	4.06	3.97	4.17	4.03	3.70	3.71	4.06	3.82	3.84	3.59	4.03	3.97	93	90
Weymouth Health Care Center	Weymouth	4.09	4.08	3.96	3.78	4.01	3.98	4.22	4.21	3.68	3.63	3.91	4.19	3.78	3.80	3.97	4.01	86	92
William B. Rice Eventide Home	Quincy	4.80	4.84	4.71	4.72	4.70	4.71	4.69	4.74	4.39	4.49	4.58	4.74	4.54	4.51	4.65	4.71	98	100
Williamstown Commons Nursing & Rehabilitation Center	Williamstown	4.02	4.16	3.96	3.91	4.04	4.20	3.82	4.01	3.65	3.43	3.90	3.98	3.58	3.64	3.94	3.98	91	93
Willimansett Center East	Chicopee	4.23	3.81	4.05	3.86	4.21	3.95	4.06	3.67	4.11	3.60	3.95	3.75	3.99	3.58	4.06	3.77	84	76
Willimansett Center West	Chicopee	4.28	3.96	4.13	3.85	4.23	4.15	4.14	4.02	3.93	3.64	4.10	4.02	3.88	3.88	4.00	3.98	95	95
Willow Manor – Genesis Health Care	Lowell	4.13	4.29	4.08	4.18	4.14	4.19	4.08	4.04	3.72	3.84	4.03	4.19	3.74	3.72	4.14	4.07	91	91
Wilmington Health Care Center	Wilmington	3.91	4.15	3.74	4.06	4.10	4.14	3.94	4.00	3.64	3.67	3.75	3.83	3.73	3.47	3.89	3.89	83	85
Winchester Nursing Center, Inc.	Winchester	4.08	4.21	3.84	4.10	3.99	4.23	3.95	4.16	3.81	3.84	3.93	4.30	3.90	4.02	4.02	4.16	89	93
Windemere Nursing & Rehabilitation Center on Martha's Vineyard	Oak Bluffs	4.57	4.36	4.35	4.05	4.32	4.12	4.31	4.15	3.97	3.85	4.31	4.18	4.21	4.05	4.33	4.11	96	92
Windsor Skilled Nursing & Rehabilitation Center	South Yarmouth	4.27	4.37	4.17	4.11	4.28	4.06	4.18	4.04	4.00	3.81	4.20	3.96	3.95	4.00	4.12	3.98	88	82
Wingate at Andover Rehabilitation & Skilled Nursing Residence	Andover	4.26	3.65	4.03	3.56	4.16	3.69	4.17	3.92	3.73	3.41	4.10	3.79	3.59	3.20	4.10	3.78	92	80
Wingate at Brighton Rehabilitation & Skilled Nursing Residence	Boston	3.82	3.95	3.70	3.85	3.77	3.86	4.11	4.05	3.27	3.54	3.79	3.89	3.62	3.53	3.65	3.78	84	84

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Wingate at East Longmeadow Rehabilitation & Skilled Nursing Residence	East Longmeadow	3.84	3.87	3.73	3.63	3.89	3.70	3.96	3.93	3.62	3.66	3.87	3.81	3.28	3.42	3.90	3.75	86	84
Wingate at Haverhill Rehabilitation & Skilled Nursing Residence	Haverhill	4.03	3.86	3.92	3.81	4.04	3.99	3.79	3.99	3.62	3.64	3.71	3.88	3.61	3.74	3.81	3.83	90	76
Wingate at Lowell Rehabilitation & Skilled Nursing Residence	Lowell	4.05	4.11	3.91	3.98	4.11	4.10	3.95	4.03	3.72	3.84	3.99	3.97	3.84	3.83	3.96	4.04	80	93
Wingate at Needham Rehabilitation & Skilled Nursing Residence	Needham	3.94	4.20	3.69	4.05	3.71	4.14	4.22	4.35	3.49	3.89	4.09	4.19	3.39	3.87	3.88	4.08	92	91
Wingate at Reading Rehabilitation & Skilled Nursing Residence	Reading	4.11	4.35	3.89	4.08	4.05	4.26	3.92	4.19	3.69	3.79	3.91	4.17	3.75	3.92	3.90	4.23	92	86
Wingate at Silver Lake Rehabilitation & Skilled Nursing Center	Kingston	4.30	4.31	4.10	4.24	4.10	4.28	4.01	4.38	3.63	3.90	3.98	4.16	3.67	3.89	4.03	4.24	93	95
Wingate at South Hadley Rehabilitation & Skilled Nursing Center	South Hadley	4.15	3.84	3.96	3.65	3.98	3.84	4.17	4.00	3.68	3.49	3.78	3.82	3.90	3.49	3.91	3.82	89	88
Wingate at Springfield Rehabilitation & Skilled Nursing Center	Springfield	4.05	4.17	3.95	3.98	4.01	4.23	3.94	4.30	3.65	3.60	3.84	4.10	3.91	4.17	3.95	4.11	87	90
Wingate at Sudbury Rehabilitation & Skilled Nursing Residence	Sudbury	3.98	3.98	3.88	3.77	3.96	3.97	4.26	4.24	3.73	3.90	3.84	3.69	3.53	3.77	3.95	3.91	85	81
Wingate at West Springfield Rehabilitation & Skilled Nursing Center	West Springfield	3.98	4.19	3.93	4.07	3.99	4.05	3.85	3.92	3.88	3.72	3.92	4.02	3.93	3.85	3.95	4.01	85	87
Wingate at Wilbraham Rehabilitation & Skilled Nursing Residence	Wilbraham	3.86	3.97	3.69	3.85	3.92	4.05	3.81	4.09	3.62	3.63	3.73	4.06	3.53	3.74	3.82	4.06	84	86
Woburn Nursing Center Inc.	Woburn	4.20	4.00	4.12	3.75	4.14	4.06	4.03	4.09	3.73	3.41	3.98	3.90	3.92	3.94	3.98	3.88	92	83
Wood Mill Care & Rehabilitation Center	Lawrence	3.92	3.74	4.08	3.56	4.00	3.94	3.72	3.67	3.62	3.57	3.93	3.72	3.52	3.80	3.78	3.58	82	59

		Overall Satisfaction		Residents Needs Met		Administrative and Personal Care Staff		Physical Environment		Activities Available to Residents		Personal Care Services		Food & Meals		Residents' Personal Rights		Recommend to a Friend (% Yes)	
		2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009	2007	2009
Statewide Average		4.19	4.22	4.06	4.09	4.17	4.19	4.08	4.12	3.83	3.82	4.07	4.10	3.92	3.95	4.08	4.10	90	89
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0	0
Nursing Home Name	City																		
Woodbriar of Wilmington Rehabilitation & Skilled Nursing Center	Wilmington	4.54	4.75	4.33	4.60	4.45	4.57	4.40	4.47	4.12	4.14	4.38	4.40	4.14	4.31	4.35	4.55	97	100